

Statewide Technical Assistance for STRTP Programs in California

Peer to Peer Leadership Webinar Series
April 8, 2019

Trauma Informed Care for Community Based & Residential Service Providers: One Agency's Experience



With support of...



Continuum of Care Reform Branch,
California Department of Social Services

California Alliance for Child and Family Services

Child and Family Policy Institute of California

Mission

Statewide Technical Assistance will help support and ensure that all STRTP providers in California have access to and implement consistently, the core organizational and leadership practices in support of all foster youth.

Guiding Principles

- Successful organizations demonstrate an authentic belief that children and youth belong with their families and communities
- Authentic engagement and teaming with youth, other caregivers, and biological family members is central to the principles and practices of congregate care
- Trusting relationships with professionals form the basis of healing and recovery from trauma's effects
- Strength and asset-based care are essential
- Effective healing organizations develop and sustain leadership and management practices which support thoughtful strategic planning and change management processes
- Agencies use the accreditation process to measurably and consistently improve service delivery and outcomes

Course Content and Inspiration

- Residentially Based Services (RBS) Implementation and Learning Lessons
- Continuum of Care Reform Principles
- System of Care Research/Wraparound Outcomes
- National Research on Best Practices in Congregate and Residential Care for Youth

10 Organizational Competencies



1. Agency Mission, Vision and Values Support Short Term, Therapeutic, Community Based Care
2. Integrated Core Practice Model Implementation and Practice
3. Agency-Provider Partnership
4. Intake/Assessment and Referral Processing
- 5. *Authentic Trauma Informed Service Delivery***
6. Family Search and Engagement
7. Involvement of Biological Family/Mentoring Adults
8. Focus on Skills Building Toward Post Care/Transition
9. Focused Transitional Care Services
10. Individualized, Evidenced Based Therapies

Presenters

- **Brian Farragher, MSW, MBA – CEO of Hanna Boys Center, Co-Author of Destroying Sanctuary and Restoring Sanctuary w/ Dr. Sandra Bloom**
- **Dr. Stefanie F. Smith, Ph.D – CCO of Hanna Boys Center, Author, Presenter and Trainer in Trauma**
- **Scott Singer, MA - COO of Hanna Boys Center, 30+ Years in Residential Leadership**
- **Ken Epstein, Ph. D, LCSW**

Background on Hanna Boys Center

- Founded in 1945 – In the Middle of WWII
- Private, Faith – Based Organization (Catholic)
- More of a Private, Therapeutic Residential School than an RTC
- We Do Not Accept Public Funds
- 84 Residential Beds (5 Cottages, 2 Group Homes)
- All Boys Have a History of Trauma & Adversity
- Youth Must Refer Themselves – Does Not Mean They Are Without Challenges
- Very Steeped in Tradition





What Do We Do?

- Residential Services
- On Campus Accredited HS
 - ✓ Competency Based Education
 - ✓ Trauma Informed Care
 - ✓ Focus on Equity and Social Justice
 - ✓ College and Career Preparation
- Clinical Services
- Recreation and Athletics
- Ministry Services



Our Key Partners

- International Trauma Center
- 10,000 Degrees
- Santa Rosa Junior College
- Sonoma Valley Community Health Center
- Mentoring Alliance
- CTE Foundation
- Teen Services of Sonoma
- Sonoma Youth & Family Services



Why Does Trauma Informed Care Matter?

- Trauma, Adversity, Loss, Grief, Violence, Inequity are the Stories of Our Kids' & Families' Lives and are the Reasons Behind Why They Show Up in Our Systems
- We cannot Contemplate Providing Services that Promote Recovery if We are Not Keenly Aware of the Impact These Experiences Have on the Kids & Families We Serve, the Staff Who Serve Them and the Organizations & Systems in Which Service is Provided
- Without Mindful & Intentional Intervention Systems that Serve Traumatized People the System Can and Will Become Trauma Organized
- Trauma is Grounded in Abuse of Power. Systems that Practice Coercion, Restraint and Seclusion Continue to Abuse Power
- We Need to Do With (Not For, Not To) Our Kids and Families

What Makes TIC in Congregate Care Settings Unique (aka Challenging)?

- High Prevalence of Trauma Experienced By Consumers
- High Levels of Intensity – Constant Contact & Exposure, Numerous Triggers, 24/7
- Residential Placement Itself is Traumatic
- Staff Bring Their Own Histories of Trauma & Adversity
- High Staff Turnover
- Deeply Intimate Relationships that Must be Carefully Bounded
- Significant Aversion to Risk
- Long History of Coercion & Control In Our Industry & Focus on Compliance
- Unique Staff Scheduling Logistics that Impacts Unified Training

Key Concepts In Trauma & TIC

- Parallel Process
- Traumatic Reenactment
- Broadening Our Definition of Safety
- Safety Does Not Equal Comfort
- Co-Regulation
- Compassionate Curiosity
- Neurophysiological Impacts



Where are We in Our Process

We are Squarely in the Middle...

- Chipping Away At Coercive Practices
- Establishing Collaborative Practices
- Creating a Culture of Trauma-Informed Care and Responsiveness
- Embracing & Managing Chaos
 - ✓ Staff Off Balance
 - ✓ Kids Off Balance
 - ✓ Change Takes Time and is Messy

What We Have Done To Develop This?

This is a Remarkably Difficult Shift:

- Secure Board Support
- Training on ACEs and Neurobiology
- Reduced High Order Coercive Practices (Suspension)
- Train on Self Regulation and Calming – Us First
- Train on Trauma Specific Interventions
- Eliminate Status System
- Create Trauma-Informed Models of Programs and Situational Guides
- Train & Support Supervisors
- Focus on Social Justice & Equity
- Replace Counter-Aggressive Practices with Assertive Relation-Based Strategies
- Build Neuro-Regulatory Practices into Day to Day Activities
- Revamp Policies and Practices



Next Steps

You Never Actually Arrive at Your Destination, So...

- Foster Positive Connections at All Levels of the Organization
- Build TIC into On-Boarding and Orientation Processes
- Enhance Our Use of Data to Improve Decision Making
- Routinize Formal Processes for De-Briefing Unfavorable Outcomes
- Improve the Quantity and Quality of Family Work / Involvement
- Celebrate Our Successes More Consistently

**As Waves are the Practice of Water, so
Violence is the Practice of Trauma
- Robert Macy**

CDSS Trauma Assessment Initiative

- Attitudes Related to Trauma Informed Care (ARTIC)
- Cost-effective, validated tool to measure and demonstrate progress toward trauma-informed care (TIC) in your organization.
- One of the first and most widely used tools available to measure TIC
- Administered globally to more than 20,000 professionals.
- Beta-Testing Summer 2019 (2 Agencies)
- Internal CDSS CCR Branch Assessment (Spring, 2019)

<https://traumaticstressinstitute.org/the-artic-scale/>